



Kingston Health Patient Participation Group (PPG)

Meeting Minutes

Chair: TB

Minute Taker: JAD

Attendees Confirmed: TG, KM, GM, JD

Apologies: PW, TJ

TB wished everyone a happy new year. Everyone received minutes from the last meeting.

1. Sarah Assistant Manager Introduction

Members introduced to SM

SM outlined previous experience in the NHS and healthcare prior to coming to Kingston Health.

2. Care Navigation - Reception

SM explained that Care Navigation has been funded by LMC. Consists of lists of ailments that patient can contact the surgery for i.e. chest infection then GP advice for each complaint. That is now live and reception team are using that at both sites for their calls and walk ins. It's to help staff and patients to access the care they need quicker as may not need to see a GP. It's about re-education for patients and staff i.e. going to the pharmacy/walk in etc.

The service is working in other GP surgeries across the city. It should help with huge demand and lack of doctors being recruited. There are lots of different pathways for the patients to use which will hopefully allow patients who need to see a GP in.

The contact is recorded on patient records.

It started in practice last week. KM mentioned triage prior to this was appalling and this new change is really welcomed.

The service can be scripted, it depends heavily on staff experience with the system and the advice they are used to giving.

KM has asked if we can give information re appointment availability, missed calls, how many calls first thing in the morning etc. This will be looked at in time for the next meeting.

The practice has also started a Facebook campaign showing those who don't turn up to appointments as well so patients can see reasons they may not be able to get in.

This tool is combined with NHS 111 so what patients are being told is recommended by NHS England. We're trying to be diplomatic with the information we are putting out to patients. All staff will be giving the same advice.

JD - Is it slowing down the call times?

initially yes, we'd rather they took their time and did it properly. It will get faster once they get experienced with the system. Majority of appointments are gone by the time most



people get through to the surgery due to calls and those queueing, this is the only way to make it fair. We treat everyone the same through care navigation, whether they come in go the front desk or call.

TG - What are the demographics of those queueing?

It's mixed. We also have the added issue of Dr Ahmed still being off on long term sick which puts addition pressure onto the rest of the partners

KM - Can this be promoted on Facebook?

It is something we're looking at but have refrained from it currently.

JD - How many people are taking calls?

4 people at west and 2 at east.

KM - It's comforting to know the number you are in the queue.

3. Introduction – Helen Social Prescriber and update of PCN Recruitment

HM started in December for the PCN as a social prescriber. Is currently seeing patients.

JAD discussed the recent PCN open day held last week and PCN recruitment. Two new Health and Wellbeing coaches starting soon, new Care Coordinator, still looking at Physician's Associates.

PCN are hoping to have further open days throughout the year in different locations to accommodate all of our patients.

TG - Will there be a role for the PPG members?

Yes, we're hoping to involve PPG with patient engagement, surveys etc. We will keep all members informed with any areas we would like the PPG to be involved in.

4. Friends and Family Results – December

We showcased in the last meeting that we have reintroduced the F&F. You can see the results difference since we started gaining the feedback from patients. It gets circulated round the staff and GPs and really boosts staff morale. We do continue to get some really positive comments on there. We do have a suggestions box in the reception and are very open to ideas that are posted in there. JAD looking into a virtual suggestion box.

We're trying to be very open about what we're trying to do and are encouraging them to come to the surgery to resolve issues instead of posting online and allows the surgery to investigate. We will continue to get patient feedback.

Would like PPG involvement with GP survey later in the year.

Positive feedback has a great effect on staff and makes them feel like they're doing something right. Month on month we're trying to work on improvement in the surgery.

5. Veteran Friendly Accreditation



Awaiting on certification to come back from RCGP as the practice has already applied. We will be engaging with more veterans with scope to be able to get them involved with community days. Patients are already read coded as veterans/military and it's also a question on the registration form for new patients. We also have the support from help for heroes.

6. Non telephone communications – TG

TG – there have been periods that I've wanted to communicate through the practice on a non-urgent basis but that are important to me in relation to my health. Communicating through front desk staff was quite difficult and not been resolved. How can a patient communicate to the practice with a non-urgent issue?

We don't have a patient email as we don't have the staff to man it. Patients should be calling and speaking to staff to raise health issues as well as problems with records, referrals etc.

Can the telephone call time be shortened from all day? Can it be more specific time?

TB/SM will discuss with GPs, we could possibly change to a time of in the morning or afternoon rather than a specific window due to when GPs do their calls.

7. AOB

JAD going to do another recruit for the PPG. Hopefully we will have enough members to split the groups to East and West for a pool of members. JAD will keep everyone informed.

Can we publish the minutes?

Currently not because of issues with staff names. Members agreed to initials. JAD aware that this needs to be done and explained the large list of work to do for the website. Going forward we can add them on.

TB looking at ways to brighten up the Wheeler Street surgery. Management spending more time over at East as well so time is split.

Next meeting date tbc. JAD will work out dates for next meetings and forward to all members when available.